



**WISCONSIN DEPARTMENT OF
ADMINISTRATION**

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Division of Energy Services
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Fuel Supplier/Vendor Agreement and Refund Policy

Thank you for your interest in becoming a registered vendor with the Wisconsin Home Energy Assistance Program (WHEAP). WHEAP provides assistance to low and moderate income households to help offset home energy costs. WHEAP includes both the federally funded Low Income Home Energy Program (LIHEAP) and the State Public Benefits Program. With the cooperation of the participating vendors, more than 225,000 Wisconsin households receive energy assistance. We look forward to your participation in the program.

In order to become an eligible WHEAP vendor, complete the Fuel Supplier/Vendor Agreement (DOA-9560). The Fuel Supplier/Vendor Agreement is available on the Home Energy Plus website at www.homeenergyplus.wi.gov in the WHEAP Grantee Section.

Vendor Registration Requirements:

1. Sign page 2 of the Fuel Supplier/Vendor Agreement.
2. Complete pages 4 and 5 of the Fuel Supplier/Vendor Agreement.
3. Submit the completed original agreement to the following address:

Department of Administration
Division of Energy Services
101 East Wilson Street - 6th Floor
PO Box 7868
Madison WI 53707-7868

Important Considerations:

- This agreement does not have an expiration date. It is valid until terminated by either the vendor or the Division of Energy Services (DES).
- WHEAP vendors must notify DES of any changes, which occur relative to the information provided in this agreement.
- WHEAP vendors must notify DES of a merger with or acquisition of another fuel provider. Mergers and/or acquisitions may affect the company's policies and service area. A new agreement reflecting such policy changes may need to be submitted to DES.
- WHEAP vendors have only one agreement. If multiple agreements are needed for vendor business purposes, please submit them together as a group. WHEAP vendor numbers will be assigned accordingly.

- Please be certain the person(s) who will handle refunds becomes familiar with the refund requirements. The WHEAP Refund Policy is on page 3 of the Fuel Supplier/Vendor Agreement Form.
- Violations of the Fuel Supplier/Vendor Agreement (DOA-9560) could result in suspension or termination of the agreement.
- For tax reporting purposes, the vendor's legal name and Federal Identification Number, found on page 4 of the Agreement form, are required.

WHEAP Vendor Payment Process

Each registered WHEAP Vendor will receive WHEAP payments directly from DES for customers who are eligible for WHEAP.

- DES generates WHEAP benefit checks on a weekly basis. WHEAP benefit payments are processed on Wednesday evenings and the check is mailed the following Monday.
- A weekly payment register precedes each check and includes the client/customer account number, account name, applicant name and address, county of residence, WHEAP payment amount and type of payment. Payment types are identified by the codes below:
 - HTPAY = Heating (LIHEAP)
 - PBPAY = Electric (Public Benefit)
 - CRPAY = Crisis (LIHEAP)
 - PCPAY = Electric Crisis (Public Benefit)
- The weekly payment register includes a summary section listing the payment totals, cancellation totals and outstanding funds to be recaptured/refunded by payment type.
- Vendors may choose to receive the weekly payment register by mail and/or by an email notification that the Weekly Payment Register is available in the secured Home Energy Plus System. Selection of email notification requires completion of the 'Home Energy Plus System Profile Management Administrator (PMA)' found on page 4 of the agreement.
- Upon receipt of the WHEAP check and weekly payment register, vendors must credit customers' accounts to reflect the WHEAP payment and clearly identify the payment source. DES also sends notification to the client/customer household regarding each WHEAP payment amount.

Payment Errors/Recapture of Cancelled Benefits:

- If after reviewing the payment register, vendors identify an issue, the vendor shall contact the local WHEAP agency that generated the payment. The WHEAP agency, where the applicant applied for energy assistance, shall make any necessary corrections.

Cancellation Codes:

HTCAN = Heating (LIHEAP)

PBCAN = Electric (Public Benefits)

CRCAN = Crisis (LIHEAP)

PCCAN = Electric Crisis (Public Benefits)

- In the event of a crisis payment cancellation (CRCAN and PCCAN), vendors shall issue a refund check, as per the Vendor Refund Policy. Cancelled crisis transactions are not recaptured from future payments and will display on the register as confirmation that these amounts must be refunded by the vendor.
- WHEAP Payment cancellation codes HTCAN and PBCAN recapture (are deducted from) from the total payment(s) made to the vendor. If the amount to recapture exceeds the weekly WHEAP payments amount issued, the weekly payment register will detail the amount of the outstanding payment to be recaptured. The extraction total will be a negative payment amount and no check is generated.
- At the end of each heating season, if there is an outstanding amount to be recaptured, DES will carry that amount to the next heating season.
- A vendor whose agreement is terminated for any reason shall immediately issue any outstanding refunds to DES.

Verification of Heating/Electric Costs:

WHEAP regular heating/electric assistance benefit amounts factor in related energy costs, household income and program funding levels. Clients/customers, as part of the application process, are required to verify their heating/electric costs.

Heating/electric costs are verified by one of the following methods, in coordination with the local WHEAP agency:

1. A standard statement, letter or computer printout prepared for the individual customer on request; or
2. An electronic/telephone contact where WHEAP workers can obtain heating/electric cost data while taking the application

If you have any questions regarding the agreement, please call the Home Energy Plus Help Desk at (608) 267-3680 or email heat@wisconsin.gov.

Sincerely,

Jane Blank

Wisconsin Home Energy Assistance Program (WHEAP) Manager

Division of Energy Services

Department of Administration